



1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services: Postal Services Daily Weekly Monthly Never a. Buy stamps b. Mail letters c. Mail packages П d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™ e. Send Express Mail® 4 f. Pick up mail from a Post Office Box g. Pick up mail from general delivery h. Buying Postal Money Orders i. Buy stamp-collecting products Other postal services: a. Enter permit mailings Yes Nonpostal Services a. Picking up government forms (such as tax forms) Yes b. Assisting senior citizens, persons with disabilities, etc. Yes No If yes, please explain: 2. Do yoù pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? No I Yes [ If yes, which offices: \_\_

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3.	box service or ge	rier delivery, there wi neral delivery service re to your current ser	, complete this se					
	Better	Just as Good [	☐ No Op	inion 🗌	Worse			
	Plaasa explain.	MAIN STREET	LOCATION	is NUT	AS LONVE	ENIENT AS	_	
		PIMMIT BEA	INCH					
4.	Do you currently	use local businesses	in the community?	?				
		Yes	4		No 🗌			
	If yes, would you	continue to use them	if the <> Station/E	Branch is disc	ontinued?			-
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			(please print your	name)				
Add	dress: _							
Tel	ephone number:		_ Date:	01.08.1	0			
		onal comments on a he time to complete t			ach it to this fo	m.		
Ple	ase return your qu	estionnaire by Janua	ry 19, 2010 to the	following add	ress;			
PO	st Office Review Co Box 3603 achester, VA 2260							

Post Office Review Coordinator Post Office Box 3603 Winchester, VA 22604-2593

Ladies and Gentlemen:

This letter is in response to your Post Customer Questionnaire and accompanying correspondence, dated January 7th, 2010.

We have maintained a Post Office Box at the Pimmit Branch for more than twenty years. The location and convenience of that Branch are unparalleled. Furthermore, our extensive list of correspondents address us at that Post Office Box. While we appreciate—particularly in this economy—that consolidation may be in order, we appeal for continued operation of the Pimmit Branch. The recent reduction in hours has not measurably impacted the quality of service we receive there; and, we would rather see an additional scaling-back versus complete shuttering of the Branch.

In event the US Postal Service concludes that closure of the Pimmit Branch is inevitable, we would ask for liberal advance notice. We maintain an extensive stock of printed materials for our business activities, all of which will need to be re-printed with a new address. That takes a substantial investment of time, effort, and expense...to which we are opposed, especially in this difficult financial environment. Thank your for your consideration.

Should you have comments, questions, or desire further information, please telephone me at or connect via e-mail to

Very truly yours,



enclosure





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed concern about reprinting business stationary and envelopes. You would not be expected to incur the cost of reprinting your business stationary and envelopes right away. You should be able to exhaust your current supply and just notify your customers of your new address in your every day correspondence with them. If a decision is made to actually close the Pimmit Branch, we will give as much of an advance notice as possible in order to minimize the impact to our customers.

A reduction of the hours the retail windows were open has been implemented at the Pimmit Branch. This was due to the fact that the hours of operation were not being supported by customer traffic or revenue transactions. In the final analysis, all cost associated with operating the Pimmit Branch will be taken into consideration, including lease cost which is usually a high dollar item.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



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## Postal Customer Questionnaire

1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services: Monthly Weekly Never Postal Services Daily a. Buy stamps b. Mail letters c. Mail packages Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™ e. Send Express Mail® f. Pick up mail from a Post Office Box g. Pick up mail from general delivery h. Buying Postal Money Orders i. Buy stamp-collecting products Other postal services: Yes a. Enter permit mailings Nonpostal Services a. Picking up government forms (such as tax forms) No b. Assisting senior citizens, persons with disabilities, etc. Yes [ No If yes, please explain: \_\_ 2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? No X Yes If yes, which offices:

Winchester, VA 22604-2593

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-2-

3.	box service or ge				on 4. If you receive Post Office service at the Falls Church Main
	Better	Just as Good	No Opinion	Worse	
	Please explain.				
4.	Do you currently	use local businesses in the	community?		
		Yes X		No 🗆	
	If yes, would you	continue to use them if the	<> Station/Branch is disc	continued?	
		Yes 🂢	361	No 🗆	
Na	me:				
Δde	dress:	(plea	se print your name)	H	
mu	u1000.			,	
Tel	ephone number:		Date: 1/11/2	2010	
	_				
		ional comments on a separa the time to complete this que		ach it to this form.	
Ple	ase return your qu	uestionnaire by January 19, 2	2010 to the following add	ress:	
-	st Office Review C Box 3603	coordinator			

To: The US Postal Service

Date: 1/11/2010

RE: Closing the Pimmit Branch

Dear Sir or Madam.

It has come to my attention that USPS is considering closing the Pimmit Branch. I would like to express my concern with this decision. I have a small business

I have three retail stores and an ecommerce business. As part of my business, I ship a significant number of priority packages and envelopes (both domestically and internationally). I am often in the branch 1-2 times a day, sometimes 5 days a week. From the constant volume of traffic in the branch throughout the day, it appears that there are many, many people who use the office as well.

Closing the branch would significantly impact my use of USPS for my shipping needs. The traffic to the main post office would make my trips prohibitively long. As a result, I would most likely utilize UPS and FedEx for all of my shipping.

My brother is a Letter Carries with USPS in Texas and I very much want to support the business; however, I have to run my business and the loss of time which would be required to use the main post office would require me to switch most of my business.

I understand that USPS has to make a lot of cost management decisions. I hope you find it cost justifiable to leave the Pimmit Branch open.

Sincerely,





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the discontinuance of the Pimmit Branch would impose a hardship on you since you operate several businesses in the area and have an ecommerce business. You further stated that it may forces you to utilize our competitors more. If a decision is made to close the Pimmit Branch, we could have a representative from our Sales Group contact you to explore ways to retain your business.

The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="https://www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting www.usps.com.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



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b. Bryon Postal Meney Caters				×
Buy stamp conjusting products	44	12	E	Z
Other postal services:				
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Prease add any additional comments on a separate place of saper and attach a to this form. Thank you for loving the time to complete this guardiannaire.

Please return your questionneire by January 19, 2010 to the following address

Rost Office Review Coordinator FO 9ex 3603 Windigstor VA 22004-0681

I lived here since 1956 and the Post office has alway been here. It is part of the Community and I know the people working there

I did not receive this information in the mad. I friend got it then E-mail them have from the forther live at Was told By fails Church main from the forther live Bradley.





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that you did receive a questionnaire in the mail about the potential closure of the Pimmit Branch Post Office. Questionnaires were available for the customers that utilized the Pimmit Branch. Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21, 2010.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services:

stal	Services	Daily	Weekly	Monthly	Never	
a.	Buy stamps			U		
b.	Mail letters	I)				
C.	Mail packages		4			
	Buy Certified Mail™, Registered Mail™, In Delivery Confirmation™, or Signature				П	
	Confirmation™ Send Express Mail®				П	
f.	Pick up mail from a Post Office Box	M	Ц			
g.	Pick up mail from general delivery	7				
h.	Buying Postal Money Orders				4	
i. I	Buy stamp-collecting products				4	
Ot	her postal services:					
a.	Enter permit mailings	Yes	No 🖸			
No	onpostal Services					
а.	Picking up government forms (such as tax forms)	Yes 🗆	No 🗆			
b.	Assisting senior citizens, persons with disabilities, etc.	Yes 🗌	No 🗆			
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9	valuable serv	110 2	Special	ly to 5	PHIDL	
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2.	Do yoù pass another Post Office dur	ing business hou	rs while traveling to	or from work, or st	nopping, or for perso	nal needs?
	Yes [		No [			
If y	ves, which offices:					

-2-

3.	If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?
	Better ☐ Just as Good ☐ No Opinion ☐ AWorse ☑
	Please explain. I would a post office Box
	a Wil mousey this to good to Office
	will have a horrible and terrible
	effect on me personally
4,	Do you currently use local businesses in the community?
	Yes No 🗆
	If yes, would you continue to use them if the <> Station/Branch is discontinued?
	Yes No No
Na	me: (please print your name)
Add	dress:
Tel	ephone number:
Tha	ase add any additional comments on a separate piece of paper and attach it to this form.  ank you for taking the time to complete this questionnaire.  ase return your questionnaire by January 19, 2010 to the following address:
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Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting <a href="www.usps.com">www.usps.com</a>.

You further stated that the Pimmit Branch is convenient and having to rent a Post Office Box at another location would have a negative impact on your business. There are various locations to rent Post Office boxes, but the Falls Church Main Office located at 800 W. Broad Street is located less than two miles away.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



1. Rease they the appropriate by the indicate if you use the Rimoid Branch for the following services.

stal Services	Daily	Weekly	Monthly	Never	
A B., 92*21		X			
b Mar effers		X	豆		
d Maldames	$\supset$	X	-	7	
d. Buy Certified Mail TV. Registered Mail TV, I Delivery Confirmation TV or Signature					
Confirmation		X		7	
4 Sund Express Marc		×	Ξ	-	
f. Figs up my from a Post Office Box		П	X	-	
g = px lo mai from general celvery		П	X	-	
h Buying Postal Money Orders		□	XXX	_	
Buy stamp op/lesting products		2	×	Ξ	
Other postal services:					
a Enterganismo ngs	Yes 🔀	No .			
Nonpostal Services					
a Fishing up government forms (such as tax forms)	Yes X	No 🗍			
b Assisting senior objects persons with disable tes. etc.	Yes 💢	No 🗆			
If yes pigase explain					
				400	
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fiyes, anion offices					

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	If you reselve camericalivery, there will be no change to your delivery service - proceed to its estant 4 if you receive Post Office trux service angeneral delivery service, complete this section. How do you think Post Office Box service at the Palls Office All compare to your current service?
	Better ☐ Ustras Good ☐ No Opinin ☐ Worse 🗙
	or well-run (managed) Henry simps our office is
	or well-run (managed). Many times our office mail is lost and not delivered when I call to notify nothing is done and no records are kept. Our mail is often times delivered
4	and no records are kept. Our mail is often-times delivered
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P T)	ase add any additional comments on a separate piece of paper and attach it to this form. Please do: not ark you for taking the time to complete this questionnaire.  Close the Pimmit Brance
2	ase return your questionnaire by January 19, 2010 to the following address
-	
min	at Office Review Coordinates

Fost Office Review Coordinator FO Box 3603 Windrigster, VA 22604-2593





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the Falls Church main office is not very organized or managed. Each post office is expected to be organized and efficiently managed. Your concerns about the Falls Church main office will be conveyed to the postmaster.

You further expressed concerns about lost and damaged mail. The Postal Service is aware of the frustration and disappointment caused when we do not live up to our commitment of safe and reliable mail service.

Reports of mail loss greatly concern us. Regrettably, when such instances are brought to our attention, there is no sure way of determining what may have happened. With the large volume of mail moving through our network each day, it is literally impossible to trace a single piece of regular First-Class Mail. Only Registered Mail, which is accounted for during its entire journey, can be accurately traced.

We appreciate your reporting this matter to us. It helps to know the kinds of difficulties our customers have so we can work toward improvements. The loss of any piece of mail is as disappointing to us as it is to you.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway





1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services: Postal Services Daily Weekly Monthly Never 1 a. Buy stamps b. Mail letters M c. Mail packages Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™ Ø e. Send Express Mail® П 17 f. Pick up mail from a Post Office Box g. Pick up mail from general delivery h. Buying Postal Money Orders i. Buy stamp-collecting products Other postal services: a. Enter permit mailings Yes Nonpostal Services a. Picking up government No forms (such as tax forms) Yes b. Assisting senior citizens, persons with disabilities, etc. Yes 🗌 No 🛛 If yes, please explain: \_\_\_ 2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? Yes No X If yes, which offices: \_\_\_

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3. If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service? No Opinion Just as Good 4. Do you currently use local businesses in the community? Yes M No 🗌 If yes, would you continue to use them if the <> Station/Branch is discontinued? Yes No [ (please print your name) Telephone number: Date: Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire. Please return your questionnaire by January 19, 2010 to the following address: Post Office Review Coordinator

Post Office Review Coordinator PO Box 3603 Winchester, VA 22604-2593

January 18, 2010

Ms. Donna Bradley Postmaster Falls Church, VA 22043

Dear Ms. Bradley:

Today I learned through one of your post office box customers that the post office is being considered for consolidation.

We, of the property of the pro

You state in your letter that the business activities at the branch have declined. I believe you can attribute much of this to the fact that you closed the branch for Saturday hours during 2009. This caused many people in to be upset.

Please let me know what we can do to convince you to keep the Pimmit Branch open. We would be happy to attend a meeting or get signatures on a petition. We really need this post office branch.



Cc: Roberts S. Gingell Sr. Manager, Post Office Operations 8409 Lee Highway Merrifield, VA 22081-9998





Dear Postal Customer:

Thank you for returning your questionnaire / letter concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that your neighborhood is occupied by elderly, the infirm and other individuals without cars. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="https://www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting <a href="https://www.usps.com">www.usps.com</a>.

You also commented that the reduction in business activities at Pimmit is attributed to elimination of retail hours on Saturday. A review of the Pimmit Branch retail activities revealed that the hours of operation were not being supported by customer traffic or revenue transactions. Based on customer traffic and revenue, the retail operation was closed on Saturdays.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact. Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell Sr. Manager, Post Office Operations 8409 Lee Highway Merrifield, VA 22081-9998



1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services:

	Services	D	aily	W	eekly	Monthly	Nev	ver
a. E	Buy stamps							
b. N	Mail letters		4					]
c. N	Nail packages		0					]
D	Buy Certified Mail™, Registered Mail™, I Delivery Confirmation™, or Signature Confirmation™		d mail,					]
e. S	Send Express Mail®							3
f. F	Pick up mail from a Post Office Box							]
g. F	Pick up mail from general delivery							
h, E	Buying Postal Money Orders							]
i. B	uy stamp-collecting products							]
Oth	er postal services:							
a. I	Enter permit mailings	Yes		No				
Non	postal Services							
	Picking up government forms (such as tax forms)	Yes		No				
p		Yes		No				
lf ye	es, please explain:							

22643 12 264A

3.	box service or gen	er delivery, there will be no eral delivery service, comp e to your current service?				
	Better	Just as Good				
	Please explain	1. Terrible (	LONGESTION;	TRAFFIC .		
		2. Very limit	ed parking	managa talama	- C	ole.
		4 Hacel to ap.	tind nut ac	mure volume	cofcars a peo	
4.	Do you currently u	se local businesses in the	community?	ibung cienye.		
		Yes		No 🗆		
	If yes, would you c	ontinue to use them if the	<> Station/Branch is di	scontinued?		
		Yes 🗆	De la	No X		
Na	me:					
	10.04	(plea	se print vour name)			100
Add	dress:					
Tel	ephone number:		Date: 1/15	10		

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Please return your questionnaire by January 19, 2010 to the following address:

Post Office Review Coordinator PO Box 3603 Winchester, VA 22604-2593





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that the traffic and congestion is terrible to get to the Falls Church Post Office. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="https://www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting www.usps.com.

You further stated that the Falls Church Post Office has very limited parking, is too small handle more volumes of cars, is difficult to get in and out and is actually dangerous. The planning for the new Falls Church Post Office took into consideration additional parking. Available parking spaces should not be an issue. The Ingress and Egress to the parking area is in compliance with all local ordinances and codes. During rush hour, it may be difficult to make left hand turns on to Broad Street. It is recommended to make right hand turns during the high traffic time period.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely.

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services: Postal Services Daily Weekly Monthly Never K a. Buy stamps N. b. Mail letters N c. Mail packages d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature Confirmation™ e. Send Express Mail® f. Pick up mail from a Post Office Box g. Pick up mail from general delivery h. Buying Postal Money Orders i. Buy stamp-collecting products Other postal services: a. Enter permit mailings Yes No Nonpostal Services a. Picking up government forms (such as tax forms) Yes No b. Assisting senior citizens, persons with disabilities, etc. Yes No If yes, please explain: \_

needs

-2-

3.	box service or gen	er delivery, there will be no e eral delivery service, comple to your current service?				
	Better	Just as Good	No Opinion	Wors	e 🗆	
	Please explain					
	-,					
4.	Do you currently us	se local businesses in the co	ommunity?			
		Yes 🗵		No 🗆		
	If yes, would you co	ontinue to use them if the <	> Station/Branch is	discontinued?		
		Yes 🔀	*	No 🗆		
Nar	ne;					
		(pleas	e print your name)			
Add	fress: _					
Tel	ephone number:		Date:/_	1/10		
		nal comments on a separate e time to complete this ques		d attach it to this	form.	
Plea	ase return your ques	stionnaire by January 19, 20	New Company of the State of the			
PO	it Office Review Coo Box 3603 chester, VA 22604			Please	don't	Close the ! The new
				post	Office	! The new
				locat	ion sti	11 has
				horri	ible pa	rhing
				and	much	longer
				liv	res. th	only go
	(N)		C	there	When	only go
				on a	Satur	day.





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that you never go to the Falls Church main office unless you have to because of long lines. The Postal Service™ shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. Lines occur most often on Mondays, day after holidays, during lunch hours, and near closing times. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic. To minimize wait time, we rely upon our Postmasters to take steps to remedy the situation and ensure that customers do not have to wait in line an unreasonable or excessive amount of time. The postmaster has been contacted about your concerns of long lines in the retail lobby.

The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting <a href="www.usps.com">www.usps.com</a>.

If you require Post Office Box Service, there are other options available other than the Falls Church Mail Post Office. The Dunn Loring Branch of Vienna Virginia is located only 2.2 miles away for your convenience.

If it is determined that a discontinuance of the Pimmit Branch should be pursued, a proposal will be written and forwarded to USPS Headquarters for final approval. If USPS Headquarters feels the proposal is warranted, a final determination will be written. Affected customers will be notified if a decision is made to discontinue the Pimmit Branch.

If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely.

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



Please check the appropriate box to indicate if you use the Pimmit Branch for the following services: Postal Services Daily Weekly Monthly Never V a. Buy stamps RELISTERED b. Mail letters NAIL c. Mail packages d. Buy Certified Mail™, Registered Mail™, Insured mail, Delivery Confirmation™, or Signature V Confirmation™ e. Send Express Mail® f. Pick up mail from a Post Office Box Y g. Pick up mail from general delivery h. Buying Postal Money Orders i. Buy stamp-collecting W products Other postal services: a. Enter permit mailings Yes [ No V Nonpostal Services a. Picking up government forms (such as tax forms) Yes V No b. Assisting senior citizens, persons with disabilities, etc. Yes M No If yes, please explain: 2. Do yoù pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? No V inly this One! If yes, which offices: \_

	-2-
3.	If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?
	Better ☑ Just as Good ☐ No Opinion ☐ Worse ☐
	Please explain It's all I 1150 - Mis thortities 2001 Atolog and
	I must have my cox. It is so very important to me.
4.	Do you currently use local businesses in the community?
	Yes ☑ No □
	If yes, would you continue to use them if the <> Station/Branch is discontinued?
	Yes \ No \ I would shop where ever
	No I would shop whereever my cox is why run all
Na	me: (olease print your name)
Δd	dress:
nu	
Tel	ephone number: Sau 8, 2010
	ase add any additional comments on a separate piece of paper and attach it to this form.  ank you for taking the time to complete this questionnaire.
Ple	ase return your questionnaire by January 19, 2010 to the following address:
Po	st Office Review Coordinator
PO Wi	Box 3603 nchester, VA 22604-2593
¥	Shutling down this Post lype will affect area orsenesses I shop here gas up my car and stop for Coffee & Check My took dailey. There are other ways to cut postal ost this is not one of them.
A,	1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	I shop here gas up my car and sup you coffee a chear
/	My box dadly. There are other walls to cut postal
1	off this is not are at the
	is as is 1100 one of them.
	1 1 6 1
	thank you





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You expressed concern over the level of assistance provided to the elderly. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

In addition, The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting <a href="www.usps.com">www.usps.com</a>.

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If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



1. Please check the appropriate box to indicate if you use the Pimmit Branch for the following services:

stal	Services	Daily	Weekly	Monthly	Never	
â	Buy stamps			4		
b.	Mait letters		日			
6.	Mail packagus		2			
d.	Boy Certified Mail <sup>TM</sup> , Registered Mail <sup>TM</sup> , I Delivery Confirmation <sup>TM</sup> , or Signature	9				
	Confirmation <sup>19</sup>					
ė.	Sond Express Mail®			10		
ž,	Pick up mail from a Post Office Box				E	
9	Pick up mail from general delivery			<b>1</b>		
h.	Buying Postal Money Orders			D		
i.	Buy stamp-collecting products			40		
Ot	her postal services:					
₽,	Enter permit mailings	Yes	No 4			
No	onpostal Services					
a.	Picking up government furms (such as tax forms)	Yes 🗍	No 🗌			
b.	Assisting senior citizens, persons with disabilities, etc.	Yes 🗆	No 🗆			
If :	yes, please explain;					
-						
2.	Do you pass another Post Office dur			/	shapping, or for purso	nal needs?
11	Yes, which offices:		No U			
-						

Setter   Just as Good   No Openin   Warse	J	If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Fost Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?						
Please add any additional comments on a separate piece of saper and attach it to this form.  Thank you for taking the time to complete this questionnaire.  Please ration your questionnaire by Jahannaire.  Please ration your questionnaire by Jahannaire.  Post Office Review Coordinator PD Box 3803  Winchester, VA 22804-2893  This Post Obsice Service  Winchester, VA 22804-2893  This Post Obsice Service  Superior Description of the property of th		Better 🔲 Jüst a	s Good 🗆	No Opinion 🗍	Worse			
4. Do you currently use local businesses in the community?  You No								
If yes, would you continue to use them of the constant is discontinuous?  Yes No								
If yes, would you continue to use them of the constant is discontinuous?  Yes No								
Name:    Station/Branch is discontinued?   No	4,	Do you currently use local bu	sinesses in the c	community?				
Name:  Islasse print vour name)  Adcress:  Telephone number  Date: 1120 110  Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.  Please return your questionnaire by Jahunny 49, 2010 to the following address:  Post Office Raview Coordinator PO Box 3803  Winchester, VA 22804-2593  Theo Port Obside Serves  Well now 2, 000 services  Should  Lemain Should  Lemain Berning  Lemai			Yes 🗹	1	No 🗆			
Name:    Columbia print your name)   Date:		If yes, would you continue to	use them if the <	Station/Branch is disco	nlinued?			
Address  Telephone number  Date: 1120 10  Please add any additional comments on a separate piece of paper and attach it to this form.  Thank you for taking the time to complete this questionnaire.  Please return your questionnaire by Jahanny 49, 2010 to the following address:  Post Office Review Coordinator PO Box 3603  Winchester, VA 22604-2593  This Port Obside Serves  Well Nor 2,000 Services  Should  Lamain  Sust in Pinnat  Sust in Pinnat  Sust in Pinnat  Openat labe  Only 2 People Neurons curtomers  Sust in Pinnat  Only 2 People Neurons  Very Abbitoult in Entert			Yes 🛛	1	No 🗆			
Address  Telephone number  Date: 1120 10  Please and any additional comments on a separate piece of paper and attach it to this form.  Thank you for taking the time to complete this questionnaire.  Please return your questionnaire by Jahuary 49, 2010 to the following address:  Post Office Review Coordinator PO Box 3603  Winchester, VA 22604-2593  This Port Obside Serves  Well Nor 2,000 Services  Wall Nor 2,000 Services  Address:  March  Sust in Pinnet  Address  And Age  Control  Contr	1.65	green on, o						
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Please add any additional comments on a separate piece of paper and attach it to this form.  Thank you for taking the time to complete this questionnaire.  Please return your questionnaire by January 49, 2010 to the following address:  Post Office Review Coordinator PO Box 3803  Winchester, VA 22804-2593  This Port Obbice Serves  Well now 2,000 Services  Should  Sust in Pinnut  S	Ad	dress						
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#### Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that you visited the Falls Church Main Office. It opened late on the day of your visit and there were only two clerks at the window. The postmaster will be notified of the late opening and she will reviewing the staffing to ensure it is at the proper levels.

You also mentioned that there were over 2000 families in the Pimmit area. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="https://www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting <a href="https://www.usps.com">www.usps.com</a>.

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If you have additional questions or comments, please feel free to contact Donna Bradley, Postmaster, Falls Church, VA at 703 -532-8504.

Sincerely,

Robert S. Gingell

Sr. Manager, Post Office Operations

8409 Lee Highway



22043 11 273

### Postal Customer Questionnaire

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-2-

3.	If you receive carrier delivery, there will be no change to your delivery service - proceed to question 4. If you receive Post Office box service or general delivery service, complete this section. How do you think Post Office Box service at the Falls Church Main Office will compare to your current service?
	Better  Just as Good  No Opinion  Worse
	Please explain. It is considerably further and out of the way. There will be longer lines and it is harder
	the way. There will be longer lines and it is hurder
	to find a fluce to park,
4.	Do you currently use local businesses in the community?
	Yes No 🗆
	If yes, would you continue to use them if the <> Station/Branch is discontinued?
	Yes No No
Na	me:
	(please print your name)
Ad	iress:
Tel	ephone number: Date: 10 JAN 10
	ase add any additional comments on a separate piece of paper and attach it to this form.  ank you for taking the time to complete this questionnaire.
	ase return your questionnaire by January 19, 2010 to the following address:
1 10	ase return your questionnaire by sandary 19, 2010 to the following address.
PO	st Office Review Coordinator Box 3603 schester, VA 22604-2593
	Whenever we go to the Pimmit Brunch, we also purchase itement Trader Joe's, next to the Post Office
	purchase itemsent Trader Joe's, next to the Post office
	or eat at Ledo's Pizza. We man't be doing this
	if the branch closes
_	We get more junk mail than 1st Class mail and because
	we travel often, our home will be more at risk of a bree
-	in. We can't be telling the post office to hold the mail all the time, so we use a P. Q Box.
	all the time, so we use a P. a Box.





Dear Postal Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Pimmit Branch, Falls Church, VA. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

You stated that parking is hard to find at the new Falls Church main post office and that it is further away. The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at <a href="www.usps.com">www.usps.com</a>, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left my calling 1-800-ASK-USPS or visiting <a href="www.usps.com">www.usps.com</a>.

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